

1997 PMAP Survey - Summary of Performance Measures for EFD/EFA Category 1 NAVFAC Contracting Offices--Raw Data																
	Parent Organization →	NAVFAC	NAVFAC	NAVFAC	NAVFAC	NAVFAC	SOUTHDIV	LANTDIV	LANTDIV	LANTDIV	SWDIV	SWDIV				
	Specific Office →	NAVFACCO	SOUTHDIV	LANTDIV	SWDIV	PACDIV	EFA MIDWEST	EFA MED	EFA CHES	NORTHDIV	EFA WEST	EFA NW				
	Activity Type →	EFD	EFD	EFD	EFD	EFD	EFA	EFA	EFA	EFA	EFA	EFA				
	Associates Surveyed →	45	71	66	97	70	37	14	29	41	58	40				
	Associate Surveys Received →	32	46	46	53	54	37	2	21	25	28	26				
	Customers Surveyed →	18	54	53	13	6	32	12	7	8	8	34				
	Customer Surveys Received →	8	19	9	10	1	32	7	0	1	3	8				
Source	Category												Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.925	.695	.475	.720	1.000	.578	.857		.400	.600	.525	1.000	.400	0.600	.678
	Quality	.906	.711	.628	.603	.750	.678	.964		.250	.792	.647	.964	.250	0.714	.693
	Service/Partnership	.913	.779	.585	.814	.900	.755	.914		.800	.767	.700	.914	.585	0.329	.793
Associate Survey	Quality Work Environment	.642	.778	.779	.736	.725	.598	.786	.751	.830	.804	.681	.830	.598	0.232	.737
	Leadership/Management	.566	.758	.798	.731	.693	.612	.917	.713	.823	.734	.674	.917	.566	0.351	.729
Self Assessment	Quality Workforce	.800	.750	.700	.700	.950	.719	.900	.800	.650	.575	.900	.950	.575	0.375	.768
	Acquisition Excellence	.700	.633	.667	.726	.900	.735	.920	.800	.700	.820	.933	.933	.633	0.300	.776
	Accurate, Timely, and Efficient Data Collection	.600	.400	.500	.610	1.000	.487	.300	.600	.450	.400	1.000	1.000	.300	0.700	.577
	Meet Mission Goals	.655	.714	.734	.740	.788	.676	.836	.731	.784	.723	.720	.836	.655	0.181	.736
1997 Summary of Performance Measures for EFDEFA Category 1 NAVFAC Contracting Offices--Normalized Data																
Source	Category												Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.875	.492	.125	.533	1.000	.297	.762		.000	.333	.208	1.000	0.000	1.000	.463
	Quality	.919	.646	.529	.494	.700	.599	1.000		.000	.759	.556	1.000	0.000	1.000	.620
	Service/Partnership	.997	.590	.000	.696	.957	.517	1.000		.653	.553	.350	1.000	0.000	1.000	.631
Associate Survey	Quality Work Environment	.190	.776	.780	.595	.547	.000	.810	.659	1.000	.888	.358	1.000	0.000	1.000	.600
	Leadership/Management	.000	.547	.661	.470	.362	.131	1.000	.419	.732	.479	.308	1.000	0.000	1.000	.464
Self Assessment	Quality Workforce	.600	.467	.333	.333	1.000	.384	.867	.600	.200	.000	.867	1.000	0.000	1.000	.514
	Acquisition Excellence	.223	.000	.113	.310	.890	.340	.957	.557	.223	.623	1.000	1.000	0.000	1.000	.476
	Accurate, Timely, and Efficient Data Collection	.429	.143	.286	.443	1.000	.267	.000	.429	.214	.143	1.000	1.000	0.000	1.000	.396
	Meet Mission Goals	.000	.326	.436	.470	.735	.116	1.000	.420	.713	.376	.359	1.000	0.000	1.000	.450